IntraLAN Group plc

AVAYA Silver BUSINESSPARTNER

The IntraLAN Group plc Straightforward Guide to Avaya IP Office

Includes v4.1

Contents

4 The IP Office family
6 IP500
7 IP400 control units
IP400 Trunk cards & expansion modules
8 UPS / Analogue phones
9 Digital phones
10 IP phones
11 IP DECT
12 Client applications
13 Messaging solutions
14 Conferencing
15 Call centre applications & Oak
16 Avaya Quick Edition
18 Peripherals
20 Nimans online services

Why choose Avaya?

Avaya delivers intelligent communications solutions that help companies transform their businesses to achieve marketplace advantage.

More than one million businesses worldwide, including more than 90 percent of the FORTUNE 500R, use Avaya solutions for IP Telephony, Unified Communications, Contact Centers, and Communications - Enabled Business Processes. Avaya Global Services provides comprehensive service and support for companies, small to large.

For more information visit the Avaya web site, **www.avaya.co.uk**.

Avaya has a specific focus on the Small and Medium Business sector and utilising it's flagship SMB portfolio to deliver true business benefit for all types of organisations.

Avaya focus on 3 key areas:

Reliability

A communication system needs to be available all day, every day! Avaya build their product to be inherently resilient.

Scalability

A communication system needs to grow with your business. Avaya ensure flexibility and scalability to give true investment protection from 2 - 360 users.

Applications

It's not just about making and taking calls, applications provide real business benefit. Avaya have a suite of applications that can assist an organisation in saving money, making money and providing excellent customer service.

Come on board with Avaya at IntraLAN?

IntraLAN have been successfully providing voice & data solutions to the SME market for over 10 years.

In a world of convergence, nearly all modern phone systems will have at minimum, a connection to your IT network, be this for basic call logging, through to CTI applications and of course, Voice over IP.

IntraLAN are a Microsoft Gold Partner, an accreditation that only a small percentage of MS partners ever achieve. So, if you are looking to install a new telephone system, a strong understanding of Network Infrastructure is vitally important in today's market.

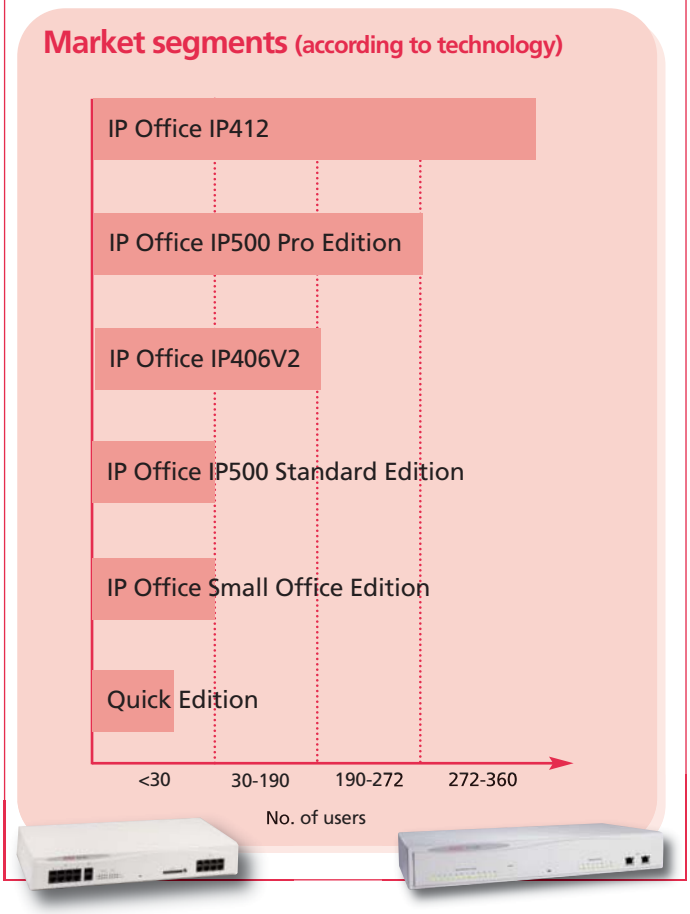
Not only can we provide your new Avaya Telephone System, IntraLAN also provide a range of associated services to give you a true one-stop-shop for all your voice and data needs.

- BT order point for ISDN2e / ISDN30e / Analogue services
- On-going billing and customer services for BT products
- Low Cost Phone Calls via BT and other 3rd party networks
- ADSL & SDSL Services (VPN solutions)
- Mobile Phones, including Mobile Data
- Full ISP services (DNS, Hosting)
- Help Desk and On Site Support for all MS software, including Exchange, ISA, Office)
- Installation & Upgrade on Servers / Networks
- Network Security (Firewalls, Anti-Spam)

Microsoft GOLD CERTIFIED Partner

Overview

The Avaya range



How to use this guide

To select the hardware components for your system, establish the capacity requirements and then choose from the available control units, trunk cards, daughter cards and expansion modules.

1 How many outside lines are required and what type of line – choose from Analogue, Basic Rate ISDN2, Primary Rate ISDN30, or SIP Trunk.

2 How many devices need connection and what type – choose from Analogue, Digital, IP or ISDN extensions.

3 Is multi-site connectivity or data access required?

4 Are there any business application needs such as auto attendant, contact centre management, database interaction etc?

System	Analogue	Digital	IP Extension	Lines	Mobility	Applications
Quick Edition	•		•	Analogue, ISDN2, SIP		Voicemail, Auto attendant, Unified messaging
IP Office Small Office Edition	•	•	•	Analogue, ISDN2, SIP	IP DECT, WiFI, Mobile Twinning	Voicemail, Auto attendant, Unified messaging, CTI, Call Recording, Call Centre
IP Office IP500 Standard Edition	•	•	•	Analogue, ISDN2, ISDN30, SIP	IP DECT, WiFI, Mobile Twinning	Voicemail, Auto attendant, Unified messaging, CTI, Call Recording, Call Centre
IP Office IP406V2	•	•	•	Analogue, ISDN2, ISDN30, SIP	IP DECT, WiFI, Mobile Twinning	Voicemail, Auto attendant, Unified messaging, CTI, Call Recording, Call Centre
IP Office IP500 Professional Edition	•	•	•	Analogue, ISDN2, ISDN30, SIP	IP DECT, WiFI, Mobile Twinning	Voicemail, Auto attendant, Unified messaging, CTI, Call Recording, Call Centre
IP Office IP412	•	•	•	Analogue, ISDN2, ISDN30, SIP	IP DECT, WiFI, Mobile Twinning	Voicemail, Auto attendant, Unified messaging, CTI, Call Recording, Call Centre

The IP Office Family

Every IP Office has a built-in conference bridge for quick & easy dial-in audio conferencing

The Avaya IP Office family of components share a common set of features and applications which deliver a cost-effective solution to any business.

The system is capable of everything from a simple, traditional telephone system through to a VoIP-enabled, contact centre solution across multiple sites. Specification can be equally simple or complex.

The complete 'Office in a Box'

IP Office built-in data components:

- Internet Access Router
- DHCP server
- LAN & WAN connectivity
- IP routing
- Remote Access Server
- Firewall protection
- Wireless LAN Access Point - Small Office Edition only

Key features

Full-featured PBX with optional key system functionality.

Delivers hundreds of standard telephony features including:

- Divert
- Caller ID display
- Hold and transfer
- Busy lamp fields
- Screen popping
- Hunt groups and queue notification
- Voicemail and auto attendant
- Advanced call routing

Choice of Endpoint

Analogue (POTS), digital, ISDN, IP hard-phone and IP soft-phone, wireless and DECT for phones, faxes, modems, video conferencing, door entry, etc.

Conferencing

Built-in conference bridge on all systems.

Advanced Call Routing

Special messaging applications to store and replay conversations.

Unified Messaging

Consolidate voicemail, email and fax into one inbox.

Voice over IP

For inter-office communications, IP phones or remote teleworkers.

Local Area Networking

Built-in dual-speed 10/100Mbs LAN switch.

Wide Area Networking

Point-to-Point Protocol (PPP) or Frame Relay with integrated firewall for RAS users or IP routed networks.

VPN Support

For secure site-to-site communications or remote access using L2TP or IPSec.

Proactive Monitoring

- SNMP for physical monitoring
- CBC/CCC for call performance monitoring
- Email alarms via SMTP

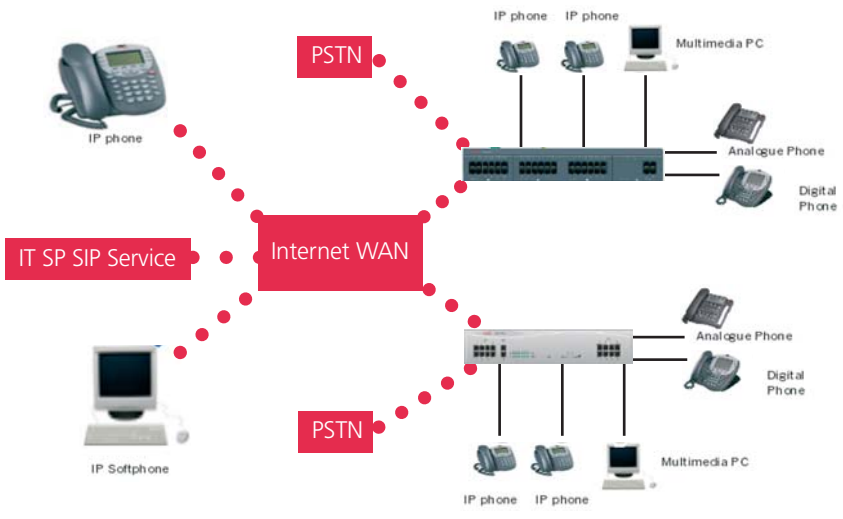
SIP Trunking

The IP Office acts as a SIP Gateway so calls via a SIP Service Provider can be made from any IP Office phone.

Community Networking with VoIP

VoIP with IP Voice Networking allows all users on all sites to be visible as one single community, simulating a single large system across typical IP data infrastructure.

Homeworkers and teleworkers are incorporated into the central office system just as any other user, so call distribution and reporting are achieved without typical limitations. Voicemail, call routing and therefore call billing and management can be centralised. Advanced features such as remote hot desking and distributed hunt groups are also available.

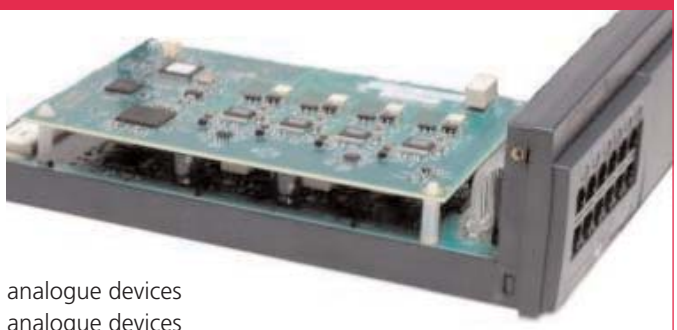


IP 500 Control Unit

- Modular chassis supporting up to 32 users on the control unit itself, using extension base modules
- Smart Card Feature Key (required for operation)
- Supports up to 8 expansion modules in Professional mode
- Supports a mixture of analogue, digital and IP extensions
- Chassis supports up to 240 PRI digital trunks, 32 BRI Trunks, 16 analogue trunks. Additional analogue trunks up to 144 using expansion modules
- 2 Switched LAN ports
- 2 IP500 Voice Compression Modules for up to 128 VOIP channels
- 64 party conference

Code	Description
31214	IP500 System Unit
31217	IP500 Feature Key
31238	IP500 Rack Mount Kit
31239	Blanking plate
31240	IP500 Wall Mounting Kit
26741	Embedded Messaging

IP500 Modules



Base Cards

- **Extension Cards**
  Phone 2 – supports 2 analogue devices
  Phone 8 – supports 8 analogue devices
  DS 8 – supports 8 DS Digital phones
- **VCM Cards**
  VCM 32 – supports up to 32 VoIP channels
  VCM 64 – supports up to 64 VOIP channels
- **Legacy Card Carrier**
  Supports IP400 trunk cards and VCM 4, 8, 16, 24, and 30 cards, 1 card per LCC

Code	Description
31233	IP500 Phone 2
31234	IP500 Phone 8
31231	IP500 DS 8
31236	IP500 VCM 32
31237	IP500 VCM 64
31230	IP500 Legacy Card Carrier

Daughter Cards

- Analogue 4 Card
  Connects up to 4 analogue trunks
- BRI 4 Card
  Connects up to 2 x ISDN2 lines (4 channels)
- BRI 8 Card
  Connects up to 4 x ISDN2 lines (8 channels)

Code	Description
31220	IP500 ATM4
31228	IP500 BR14
31229	IP500 BR18

IP500 Expansion Modules

These modules are added to increase the capacity of the IP Office system.

IP500 Phone Module

- Provides POT ports for analogue devices (phones, fax, modems etc)

Code	Description
32667	IP500 Phone 16 Module

IP500 Digital Station Module

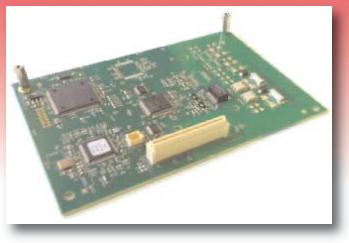
- Provides Digital Station (DS) ports for 5400 series phones.

Code	Description
32665	IP500 Digital Station 16 Module

IP500 Universal PRI Daughter Card

- New cards provide PRI digital trunk interfaces for the IP500
- Single and Dual PRI interface versions
- Fits on Base cards – does not require Legacy Card Carrier
- 8 channels enabled as default – upgradeable by licenses

Code	Description
32660	IPO IP500 PRI Trunk Daughter Card - Single
32661	IPO IP500 PRI Trunk Daughter Card – Dual
32677	IPO License IP500 E1 Additional 2 Channels
32678	IPO License IP500 E1 Additional 8 Channels
32679	IPO License IP500 E1 Additional 22 Channels



IP 400 Control Units

IP Office - Small Office Edition

- Ideal for up to 28 users

In a single unit, it provides a PABX that can support voicemail, auto attendant, wireless LAN and VPN tunnelling for linking sites together via the internet. Voice compression is included as standard to support IP extensions or provide IP trunks back to a head office:

- 4 - 6 party conference on all versions
- One power fail port for analogue lines
- 4 x analogue trunks
- 4 x analogue extensions
- 8 x digital stations

Code	Description
26750	SOE (3 x VoIP resources)
26751	SOE (16 x VoIP resources)
26714	BRI 8 trunk card
26771	WAN interface card
26772	Embedded voicemail
26773	Wireless LAN (Wi-Fi)
27602	Spare PSU

IP406v2

- Ideal for up to 190 users

- 8 digital extensions onboard
- Supports 6 expansion modules for additional extensions & trunk interfaces
- Supports a mixture of analogue, digital and IP extensions (190 extensions in total)
- Supports up to 90 digital trunks
- 8 x 10/100Mbps LAN switch
- Up to 20 channels of voicemail
- 1 x voice compression module - for up to 30 VoIP channels
- 64 party conference

Code	Description
26745	IP406v2
27603	IP406v2 Spare PSU
26741	IP406v2 Embedded voicemail
26784	IP412
26823	IP412 Spare PSU
26325	Rack mount kit

IP412

- Ideal for up to 360 users

- Supports 12 expansion modules for additional extensions & analogue trunk interfaces
- Supports a mixture of analogue, digital and IP extensions (360 extensions in total)
- Supports up to 120 digital trunks
- 2 Switched LAN ports
- Up to 30 channels of voicemail
- 2 x voice compression module - for up to 60 VoIP channels
- 2 x 64 party conference

Avaya IP Office

The key to your customer's VoIP requirements

IP500 Expansion Modules

Designed for rackmount applications, this new UPS family from Avaya is designed to protect equipment such as Avaya's IP Office and Partner systems.

Avaya's rackmount UPS delivers an array of customer-focused benefits:

- Conserves valuable rack space with 1U rack height
- Doubles battery service life and gives you advanced warning of the end of useful battery life with Advanced Battery Management (ABM) technology
- Corrects incoming power fluctuations with Buck and Boost voltage regulation
- Adapts to 1U rackmount, 0U sidemount, and wallmount installations (all hardware included)
- Simplifies service with hot-swappable batteries

Code	Description
31498	500VA Line Interactive UPS RM 230V
31499	750VA Line Interactive UPS RM 230V
31500	1000VA Line Interactive UPS RM 230V
31501	1500VA Line Interactive UPS RM 230V

The IP Office Family

These modules are added to increase the capacity of the IP Office system. They are connected to the main control unit and are rack mountable.

IPO Phone Module (v2)

- Available in three variants for 8, 16 or 30 extensions
- Provides POT ports for analogue devices (telephones, modems, faxes, etc)

Code	Description
28755	8 extensions
28756	16 extensions
28757	30 extensions

IPO Digital Station Module (v2)

- Available in two variants for 16 or 30 extensions
- Provides Digital Station (DS) ports for 5400 series phones

Code	Description
28485	16 extensions
28486	30 extensions

IPO So8 Module

- The IP400 Office So8 module provides 8 S-Bus (ISDN2e) extensions for Basic Rate ISDN devices (video conferencing, group 3 faxes, etc)

Code	Description
26315	IPO So8 Module

IPO ATM16

- Each module supports up to 16 Loop Start or Ground Start trunks (not available in all territories)
- The first two ports on the module are automatically switched to 2 dedicated extensions on the rear of the unit in the event of power failure

Code	Description
26785	IPO ATM16

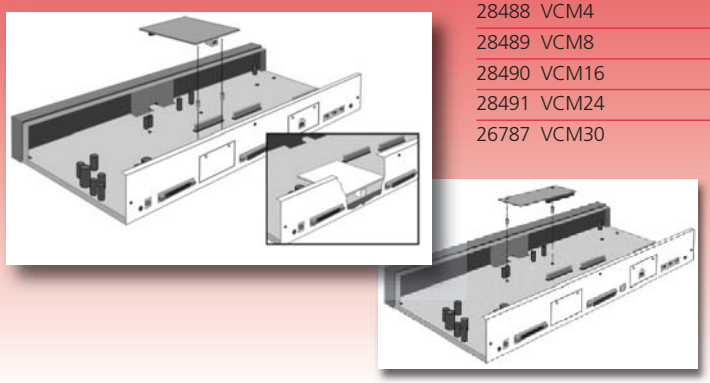
IPO WAN3 (not supported on IP500)

- The WAN3 connects to the control unit via a LAN port rather than one of the rear expansion ports
- Provides 3 WAN ports (X21, V35 or V24) identical to the single WAN port on the IP406 & IP412
- Line speeds up to and including 2Mbps are supported on each interface
- Each platform can support up to 2 WAN3 modules code 26853

Code	Description
26835	IPO WAN3

Code	Description
26325	Rack mount kit
26823	Spare PSU (v1)
27603	Spare PSU (v2)

These cards increase external line connectivity and provide additional services. Trunk cards are mounted in the rear of the main controller, daughter cards are fitted inside the base module.



IPO ATM4 (UNI) Card

- Supports 4 x analogue trunk 2 wire circuits (loop start only)
- Support for caller ID.

  Note: Ground start analogue trunks are supported via the IP Office Analogue 16 Expansion Module code 29033

Code	Description
28488	VCM4
28489	VCM8
28490	VCM16
28491	VCM24
26787	VCM30

IPO BRI 8 Card

- Supports 4 x ISDN2e lines (8 channels) code 26714

IPO PRI 30 Card

- Supports 1 x ISDN30 lines (30 channels) code 26318

IPO PRI 60 Card

- Supports 2 x ISDN30 lines (60 channels) code 29363

IPO VCM – 4/8/16/24/30

- The Voice Compression Module is used for Voice over IP (VoIP)

Power Supply Backup (UPS)

The use of an Uninterrupted Power Supply (UPS) with any telephone system is recommended. Even at sites that rarely lose electrical power, that power may occasionally have to be switched off for maintenance of other equipment.

In addition, most UPS's also provide an element of power conditioning, reducing spikes and surges.

The capacity of UPS systems and the total equipment load the UPS is expected to support are usually quoted in VA. Where equipment load is quoted in Watts, multiply by 1.4 to get the VA load.

The calculation of how much UPS capacity is required depends on several choices.

What equipment to place on the UPS?

Remember to include server PCs such as the voicemail and Feature Key Server PCs. It is recommended that the total load on a new UPS is never greater than 75% capacity, thus allowing for future equipment.

How many minutes of UPS support is required?

Actual UPS runtime is variable, it depends on what percentage of the UPS's capacity the total equipment load represents. For example, a 1000VA capacity UPS may only support a 1000VA (100%) load for 5 minutes. This relationship is not linear, the same UPS would support a 500VA (50%) load for 16 minutes.

Therefore the lower the percentage of capacity used, the increasingly longer the UPS runtime, typically up to 8 hours maximum. Remember also that for most UPS's the ratio of discharge to full recharge time is 1:10.

How many output sockets does the UPS provide?

Multiple UPS units may be required to ensure that every item of supported equipment has its own supply socket.

Avaya UPS Battery Backup Time Matrix (in minutes)

Load (VA/Watts)	500VA	750VA	1000VA	1500VA
200/130	19	37	41	76
300/190	11	25	29	58
500/320	5	13	15	28
600/400		9	12	21
750/520		6	8	16
900/600			6	11
1000/670			5	9
1200/800				8
1440/1000				5

Analogue Phones

As well as providing a lower cost alternative to system specific terminals, analogue terminals can still deliver a high degree of functionality.

They are particularly appropriate in applications where Computer Telephony Integration (CTI) is used for call control. Analogue terminals that are compatible with caller display functionality can display the telephone number of the calling party if available.

Simple programming of IP Office can convert that numeric display in to the company name associated with that number. The 9330-AV and 9335-AV handsets are officially supported for use on Avaya IP Office systems.

Avaya Gemini Basic – 9330-AV

Incredible value for money without compromising on quality

- Message waiting indicator
- Last number redial
- Wall mountable – no additional bracket required
- Hearing aid compatible
- 6 year warranty

Code 26783

Avaya Gemini CLI – 9335-AV

Enhanced Gemini phone

- 3 line LCD display for caller ID
- 100 name & number personal directory
- 80 memory call log
- 20 protectable direct access memories
- Message waiting indicator
- Full handsfree working
- Headset port & data port
- Hearing aid compatible
- 6 year warranty

Code 26782

Digital Phones

These business handsets are feature-rich, cost effective and provide a consistent look and feel to the Avaya handset range.

5402 Terminal

A cost effective, entry-level call display digital telephone

- 2-line x 24-character display
- 10 fixed feature keys:
  conference, drop, hold, message, mute, redial, speaker, transfer, volume up/down, and 'feature key' (to access 12 additional dial pad features)
- Listen-only speaker
- Message waiting indicator
- Hearing aid compatible
- Wall mountable
- Noise cancelling microphone for busy office environments
- Fully global ready (icons used to indicate fixed button functionality)

  Code 26701

5410 Terminal

A flexible display telephone with enhanced capabilities

Features as per 5402 plus:

- 5 line x 29 character display
- 12 label-less call appearance keys (on two screens)
- 14 fixed feature keys
- Call logging
- Speed dial directory
- Full-duplex speakerphone
- Headset jack (see page 18 for headsets)
- Local language customisation

  Code 26702

5420 Terminal

Top-level advanced feature phone

Features as the 5410, plus:

- 7 line x 29 character display
- 24 label-less call appearance keys (on three screens)
- 9 fixed feature keys
- 7 display navigation keys
- 7 position adjustable desk mount / wall mount stand
- Support for EU24 (requires inline PSU)

  Code 26703

Inline Power Supply Units

- To provide power to a single IP phone

  1151C1 Inline PSU

  Code 26924
- **1151C2 Inline PSU (Battery back-up)**

  Code 27033

EU24 Expansion Module

An optional device that can be connected to an Avaya 5420/5621 handset to extend the number of call appearance and feature buttons available (requires an Inline PSU).

Code 27496

- EU24BL (backlit version) for use with the 5621/4621 also available

  Code 29016

IP Phones

The 5600 series provides the flexibility and future-proof technology of an IP telephony system. These handsets connect to the local area network (LAN).

5601 IP Hardphone

- Entry level IP phone

- 2 feature keys
- 7 fixed feature buttons
- Message waiting indicator
- G.711, G.729 VoIP CODECs
- Single 10/100 BaseT Ethernet port
- Support for SNMP
- Dynamic IP address assignment
- Dynamic firmware upgrades
- Wall mountable
- Noise cancelling microphone for busy office environments
- Fully global ready (icons used to indicate fixed button functionality)

Code 26696

5602 SW IP Hardphone

- Entry level IP display phone

Features as 5601 plus:

- Integrated 10/100 BaseT 2 port ethernet switch for connection of PC (phone has priority over PC at all times)
- 2-line x 24-character display
- 9 fixed feature keys:

  conference, transfer, drop, message, redial, speaker, hold, mute, volume up & down
- Listen-only speaker
- Hearing aid compatible

Code 26698

5610 SW IP Hardphone

- Enhanced IP display phone

Features as the 5602SW plus:

- 5 line x 29 character display
- 24 label-less call appearance keys (on four screens)
- 9 fixed feature keys
- Call logging
- Speed dial directory
- Full-duplex speakerphone
- Headset jack (see page 18 for headsets)
- Local language customisation
- WML/WAP support

Code 26699

5621 SW IP Hardphone (left)

- Top-level IP feature phone

Features as the 5610 plus:

- 7 line x 29 character display
- 24 label-less call appearance keys (on three screens)
- 9 fixed feature keys
- 7 display navigation keys
- 7 position adjustable desk/ wall mount stand
- Support for EU24 (requires inline PSU)
- Infrared (IrDA) port
- Backlit display

Code 30373

- 4625 SW colour backlit version of the 5621 also available

Code 30533

IP DECT

Avaya IP DECT provides businesses with a highly functional wireless solution. The IP DECT system supports up to 120 handsets and 32 base stations.

As the base stations communicate using VOIP, the system can be configured to span multiple offices over a WAN. Base stations can be powered using Power over Ethernet or an external power adaptor.

Base Station (RFP) licenses are required. The Avaya IP DECT system is sold in bundles that are supplied complete with the licenses for new installs.

For new installations the bundles will be the only license related items that should be purchased, along with the requisite numbers of telephones and base stations.

Code	Description
29064	Bundle 1 RFP and 1 License
29065	Bundle 2 RFP and 2 License
29066	Bundle 3 RFP and 3-5 License
29067	Bundle 3 RFP and 6+ License
29048	Indoor Base Station (RFP)
29049	Power Adaptor for Indoor Base Station

New in 4.1

- **VPN Phones**
  - VPN capability in 4600 & 5600 series phones
  - Remote IP handsets can access IP Office over secure IPSec VPN (no separate VPN gateway needed at the remote location)

Code	Description
32670	IPO License VPN Phone 1
32671	IPO License VPN Phone 5
32672	IPO License VPN Phone 10
32673	IPO License VPN Phone 20
32674	IPO License VPN Phone 50
32675	IPO License VPN Phone 100
32676	IPO License VPN Phone Unlimited

3701 features

- 50 entry phone book, independent of the system phone book
- 20 hours talktime
- 200 hours standby
- 10 ring tones with temporary mute
- 3-line graphic LCD display
- Speaker & handset volume control
- Manual & automatic key lock
- Listen-only handsfree speaker
- SOS emergency speed dial key

Code 29018

3711 features

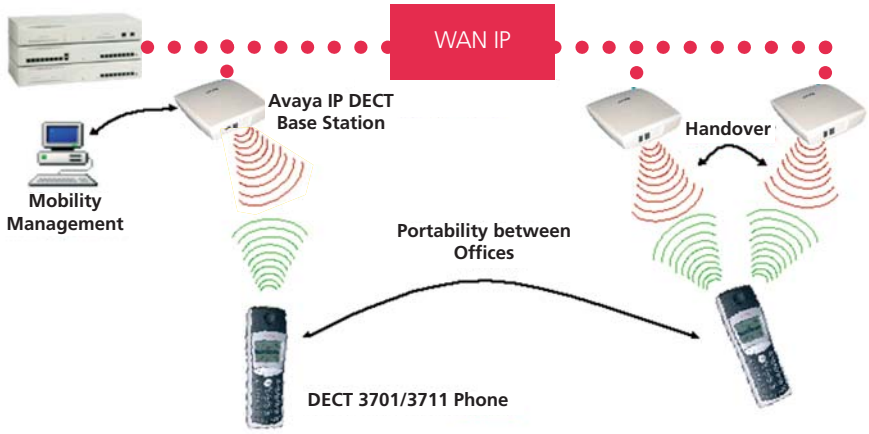
Features as the 3701 plus:

- 100 entry phone book
- Choice from 30 ring tones
- 5-line LCD graphic display
- Handsfree speakerphone
- Headset connection (2.5 mm jack)
- Vibrate alert

Optional handset accessories include:

- Desktop charger
- An adaptor cord for use with headsets
- Heavy-duty belt clip

Code 29019



Client Applications

Avaya IP Office provides big cost savings and enhanced productivity for any small to medium size business with a full complement of sophisticated applications.

IP Office also integrates easily with popular contact management software such as Microsoft Outlook.

TAPI driver

Industry standard TAPI drivers are included for all users providing an interface to MS TAPI compliant applications for contact dialling.

SoftConsole

The PC based console has been specifically designed to improve operator service and call handling efficiency.

- Caller information to prioritise call handling & give the appropriate response to the caller
- Visibility of the number & type of calls waiting with alarm notification
- Departmental busy lamp fields for faster location of staff
- Increased call handling capability with 16 dedicated holding positions
- Enhanced conferencing facilities
- Drag & drop call transfers

Phone Manager

This powerful desktop application allows users to control and manage their phone easily from their Windows desktop.

Phone Manager Lite

Client application providing easy control of phone from desktop.

- Caller Display for incoming calls
- Easy call waiting control
- Optional screen popping on call presentation
- Call history - the last 100 incoming, outgoing & missed calls
- Up to 15 personal speed dials
- Up to 15 Busy Lamp Field icons
- Simplified call handling - hold, forward, transfer, call waiting & conference
- Voicemail notification
- Instant on-screen access to system telephone list

Phone Manager Pro

All the features of Phone Manager Lite, plus:

- Contact pop-up of Microsoft Outlook (2000, 2003 and XP), ACT! 6.0, Goldmine 6.0 and 6.7, Maximiser 7.5 Enterprise
- Call history - the last 300 incoming, outgoing & missed calls
- 100s of personal speed dials
- 100s of busy lamp field icons
- Distinctive ringing for each contact
- Pop-up scripts for contacts
- Visual voicemail display (with VM Pro)
- Agent mode - logon/logoff/busy status
- Queue monitoring
- Door entry control

Phone PC Softphone

VoIP softphone version of Phone Manager. No physical telephone required - the conversation takes place via the PC's soundcard. The ideal solution for home workers or remote agents.

Messaging Solutions

IP Office Voicemail provides the equivalent of a telephone answering machine on every employee's desk. This flexible solution enables messages to be retrieved either locally or remotely via any telephone, or can be forwarded to email and collected via a PC.

Embedded Voicemail

Memory card based voicemail for the Small Office, 406v2 & IP500 providing:

- Call answering & messaging for all users
- 3/10 ports with 10 hours storage for Small Office
- 4 port with 15 hours storage for 406 v2 & IP500
- Simple auto attendant
- Basic queue announcements
- Support for Visual Voice
- Message Forwarding with Pre-Pending
- Call-Back Sender
- Rewind, Fast Forward & Skip
- 3 Voicemail Reception Destinations (Personal Attendant)
- Fax Tone Detection & Routing

* Embedded messaging card required

Voicemail Lite

Provides 4 ports of PC based voicemail:

- Call answering & messaging for all users
- Remote voicemail collection
- Divert to reception feature
- Basic queue announcements
- Email notification & delivery through a standard mail application (MAPI compliant)

Voicemail Pro

Extend the abilities of voicemail with:

- Up to 30 ports of voicemail
- Conversation recording
- Enhanced queue announcements (queue position, estimated wait times, breakout options, etc)
- Extensive customisation of call flows for auto attendants
- Fax server inter-operation with Equisys Zetafax, Captaris RightFax, Fenestrae Faxination & GFI FaxMaker
- 23 languages & an extended range of personal greetings
- Rich set of remote messaging options, e.g. personal numbering
- 24 hour call answering, information gathering & order processing tool - information can be retrieved later through the phone or a web page
- Support for Visual Voice
- Cascaded Outcalling

Voicemail Pro can also be extended with the following applications:

Integrated Messaging Pro

Allows easier management of email and voicemail messages through one inbox using Microsoft Exchange & Outlook

Networked Messaging

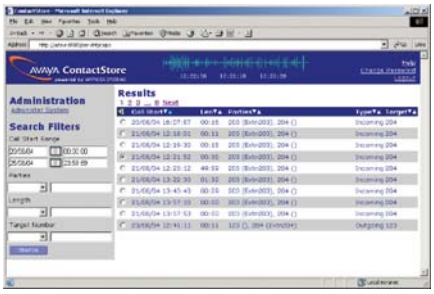
Integrates multiple Avaya voicemail systems across remote sites for message forwarding and distribution

Text-to-Speech (TTS)

Allows remote email collection through voicemail using Microsoft Exchange

Interactive Voice Response (IVR)

Allows callers to interact with business information systems (eg. account enquiries, automated ordering, etc) via keypad input. Combined with Text To Speech, responses can be played back to callers.



ContactStore

ContactStore complements any IP Office system running VoiceMail Pro. The database facility stores and catalogues recorded conversations and provides easy access and retrieval.

ContactStore features include:

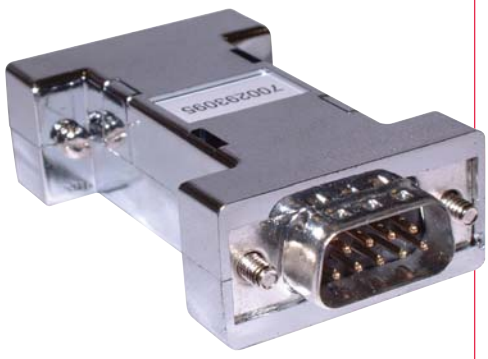
- Web browser search & replay for recorded calls via a multimedia PC
- Search filters to find calls include: start date/time, duration of call, party name, call direction or target number
- Optional archive management - recordings can be automatically saved to a DVD+RW drive

SoftConsole

On IP400 systems a serial port feature key dongle is required to validate all software licenses.

- Dongle connects directly to DTE port on the rear of the control unit
- Only one feature key dongle is required per system for all software licenses

Code 26790



Conferencing

It adds cost-effective web-based management and information sharing capabilities to IP Office creating a more flexible and productive approach to working practices.

Simultaneous web browsing and multi-location conference calls can be scheduled in advance or arranged on the spot. Users can collaborate further by sharing files in real time, broadening the effectiveness of their conference calls.

Conferencing Centre Benefits

- No additional conferencing equipment is required
- Easy to use - just dial in / log-on
- Integration with SoftConsole & Phone Manager for quick setup & access
- Immediate return on investment through the cost-savings of avoiding third-party conference service providers

Conferencing Centre consists of two parts:

- **Scheduler**
  - to book & reserve conferences
- **Web Client**
  - to complement an audio conference with a web interface.

Scheduler

With Conferencing Centre, conferences can be scheduled and confirmed by e-mail.

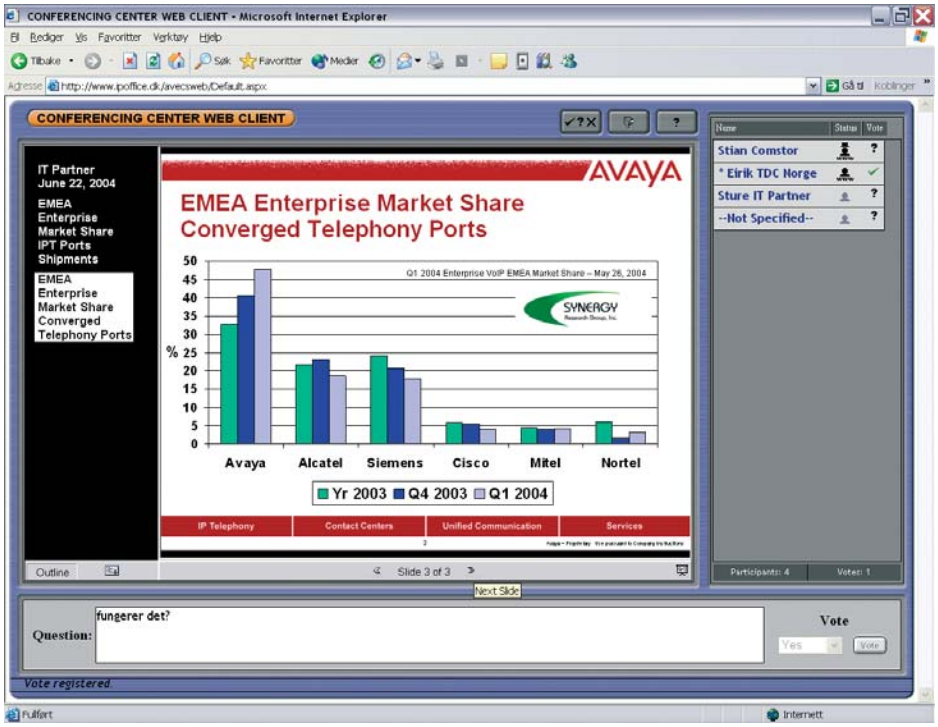
- Web-based booking tool
- Listen-only' or 'Speak & Listen' mode for each participant
- Email notification to all participants
- Participants can join live conferences
- Name announcement on joining/leaving conferences
- Unique Conference ID & secure PIN Codes for each participant
- Web-based reports on conference usage & voting results

Web Client

Web Client is a real time facility that enables the host to access information and review data on conferences and all participants. Documents and presentations can be saved in HTML format and published to the Web (by the host) for real-time viewings and briefings.

- Ability for host to view/change a participants status, mute/un-mute all - in real time
- Viewing area for displaying HTML presentations
- Question & answer online voting facility
- Enhanced document upload tool - accepts .doc, .ppt and .xls files
- Web chat

One solution for all your Avaya IP Office communication & conferencing needs

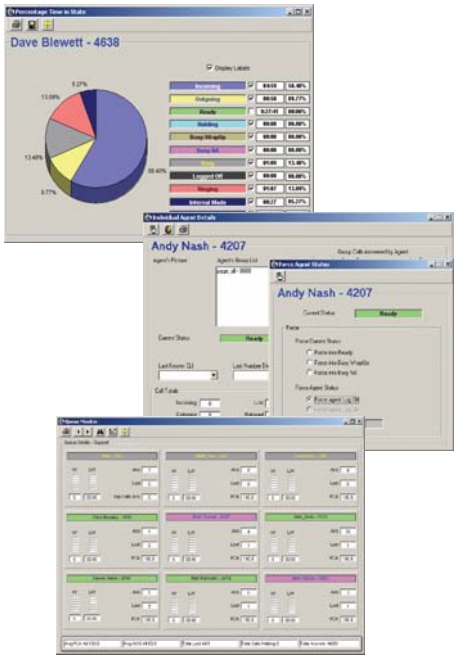


Call Centre Applications

For customer interaction performance monitoring, IP Office supports cost effective, time saving software for small to medium contact centres.

Compact Contact Centre

For professional call centre applications, Compact Contact Centre is a full blown 'cradle to grave' real time and historical multi-media application.



It provides reporting for systems, group management, real time supervision of up to 75 agents with both physical and PC software wallboards for immediate feedback to call centres. Detailed reporting is also included with reports scheduled for regular delivery if required.

Campaign Manager

Enables repetitive information gathering to be fully automated for round-the-clock answering, through a series of clear and uncomplicated questions. Call centre agents can then collect responses via a web browser. Inbound call campaigns can be easily created and modified via a campaign wizard.

Compact Business Centre

An entry level reporting tool that offers both real time and historical information on service and performance levels.

Email notification can be triggered to alert supervisors of lost calls, available agents, voicemail ports and phone lines, etc.

Oak Avaya Smart Connect

SmartConnect is the market leading solution for connecting telecoms into business applications and databases for contact dialling and contact preview screen-popping.

Easy integration

SmartConnect is the 'popping' application. It has been optimised for integrating with many common contact management packages including MS Access, MS Outlook, MS CRM, Act!, Goldmine, Maximiser, SuperOffice CRM 5, Pegasus Opera II and Lotus Notes. As well as searching caller's details in the relevant database, SmartConnect can open the correct application and display the caller's personal records.

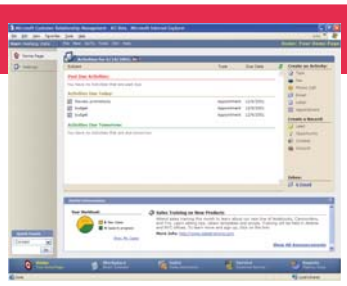
SmartConnect Enterprise

Includes all the features of SmartConnect but also integrates with any other custom application.

- Works with SmartConnect Server to search any ODBC-compliant data source
- Custom scripts written to pop records in the application
- Collaboration with many application developers to provide tight integration and dialling

Microsoft-CRM integration

Microsoft CRM integrates with the Avaya IP Office to track, process and store information and support consistent service for customer transactions. The solution enables an automated search for customer records and collects current updates during transactions. It brings this customer information to the fingertips of call handlers and sales personnel so they can quickly deal with each transaction, and maximise efficiency.



Avaya Quick Edition

Avaya Quick Edition delivers a shortcut to VoIP for small and branch offices. You can enjoy impressive margins while your customers benefit from the cost-effective communications and productivity enhancing features.

Thanks to the built-in SIP-based technology, they can also enjoy the plug and play simplicity of self configuration, reducing the need for product support.

Avaya's latest plug & play VoIP telephony from Nimans

This serverless phone system from Avaya has all its technology built into the handset, which facilitates rapid installation. In turn, it reduces office set-up costs whilst increasing reliability. Quick Edition provides an easy transition for users of key systems and if any additional phones are required, they just connect straight to the network.

Reduced access fees

Routing voice traffic over the WAN or internet can significantly reduce call charges. Quick Edition can also connect multiple remote branches and enables central management. Now even small offices can equip home-workers with the same features they have in the office, increasing productivity.

Centralised Management

Avaya Quick Edition allows users to configure or upgrade multiple locations at the touch of a button. This reduces the administrative burden of configuring each unit individually.

Caller logs

Stay aware of incoming and outgoing calls with the built in logging system.

Affordable

Buy extra phones as they are needed. Add them to the network without any costs for system administration.

Auto Attendant

Automatically answers and directs incoming calls.

VoIP at your fingertips

Avaya Quick Edition provides advanced IP benefits but uses a familiar PBX style handset. This mix of the classic and the new makes it an ideal VoIP solution for all users.

Quick to install...Quick to expand... **Avaya Quick Edition**

What's new with 3.2?

Release 3.2 of Quick Edition adds downloadable Music-On-Hold functions as well as 3rd party gateway interoptability. It offers support for analogue telephones / terminals via the Quick Edition A10 Analogue Telephone Adaptor.

- Prescence status & monitoring
- Database backup & restore
- Security enhancements via codes & password
- Programmeable Softkeys/Featurekeys
- One button alternate auto-attendant greeting
- Expanded support for international markets
- Call detail recording support
- BRI Gatewaty G20

- **Headset indicator**
  Compatible with almost all headsets
- **Speakerphone**
  Speak with your hands free for efficiency & comfort
- **Message lamp**
  Indicates when you have voicemail messages & can also be set to flash when the phone is ringing
- **Messages**
  Access your mailbox for voicemail
- **Call handling buttons**
  Hold, Transfer, Conference, Drop, redial
- **Volume controls**
  Adjust the speaker, handset, headset or ringer volume

Investment protection

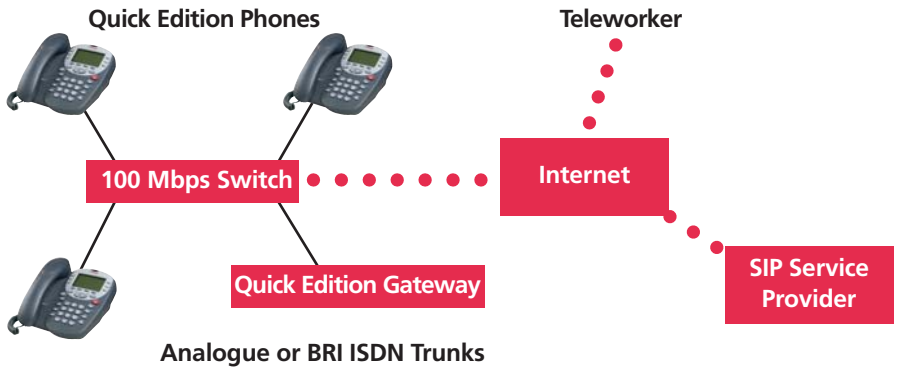
Avaya Quick Edition is easily expanded and enhanced for a network of up to 20 users, thanks to its VoIP system. In turn, this versatile solution gives you the opportunity to watch your margins grow from increased sales and repeat business.

Code	Description
30791	Quick Edition 4610 IP Hardphone
30792	Quick Edition 4621 IP Hardphone
30793	Quick Edition G11 Global PSTN Gateway
31804	Quick Edition BRI Gateway G20
31805	Quick Edition A10 Analogue Adaptor

Quick Edition Demo Kit Comprises

2 x Quick Edition 4610 IP Hardphone
1 x Quick Edition 4621 IP Hardphone
1 x Quick Edition G11 Global PSTN Gateway

Avaya Quick Edition Network Environment



SIP Service Provider Connectivity

To support SIP interoperability, the Quick Edition IP telephones may be connected to the service provider's network directly, or through a Network Address Translation (NAT) device such as a VoIP gateway or router. Avaya is actively testing and validating interoperability with many SIP service providers.

Service providers and BusinessPartners can use Avaya one-X Quick Edition Peer-to-peer Voice over IP solution to gain a competitive advantage in the small business communication VoIP Market.

Further benefits of Quick Edition

- Call forward, park, page, retrieve & conferencing
- Simple to set up, configure & use
- Teleworker - extends the Quick Edition network to any location that has access to the Internet
- Enhanced Voicemail with e-mail attachment
- Prioritises voice traffic to ensure voice quality
- Telephone User Interface
- Connect additional phones quickly & with ease
- Multisite Provisioning Tool - configures one or more Quick Edition networks

Peripherals

PLANTRONICS SOUND INNOVATION · POLYCOM · KONFTEL · BT · Jabra · RE-TELL

Make the most of Avaya telephone systems at Intralan. We have the latest accessories and Avaya specific add-ons, guaranteed to maximise productivity, comfort and efficiency in most working environments.

You'll find our range of headsets, DECT phones, conferencing and call recording solutions are just the business.

Corded Headsets

Jabra GN2000

Designed for comfort and built to last, the Jabra GN2000 is robust enough to cope with the heavy demands of daily use. The headset is available in both monaural & binaural style with or without a noise cancelling (NC) microphone.

- Sturdy, impact resistant construction
- Excellent voice & transmission clarity
- True wideband audio response (150 - 6800 Hz) with acoustic shock protection from high pitched noises

Code	Description
27670	Jabra GN2000 Monaural (NC)
27671	Jabra GN2000 Binaural (NC)

Wireless Headsets

Plantronics AWH-450 Monaural
Plantronics AWH-460N Binaural

Professional quality and comfort for frequent phone users. Proven design is based on the industry-leading headset. Freedom of mobility up to 100 metres from your deskphone.

Code 31251

Code 31959

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for the full Product range and alot more including

- Telephone systems
- Product library
- IT services & support
- Internet services
- Business continuity
- Mobile services
- Fixed line services

Plantronics AWH65 Wireless Headset

100 metre range from base with no cords! Calls can be answered and ended remotely from the headset.

Code 29380

Plantronics AWH-450 Monaural
Plantronics AWH-460N Binaural

Professional quality and comfort for frequent phone users. Proven design is based on the industry-leading headset. Freedom of mobility up to 100 metres from your desk phone.

Code 31251

Code 31959

Plantronics AWH75 Wireless Headset

Discreet over-the-ear voice tube design for a sophisticated look. Lightweight and comfortable. Freedom of mobility up to 100 metres from your desk phone. Uses new 1.8GHz DECTTM frequency for the lowest change of interference.

Code 31256

Conference Units

Polycom SoundStation2 Avaya 2490

The SoundStation2 Avaya 2490 works with Avaya Definity PBX systems.
It connects directly to a digital PBX line without the need for extra PBX adapters or for running a special analogue line into the conference room. It is expandable with optional extension microphones to increase the room coverage.

- Speak normally up to 3 metres away
- Ideal for up to 8 people
- High quality sound
- Noise & echo cancellation
- Backlit LCD
- Full duplex system allows natural two-way conversations
- 360° microphone room coverage
- 25 number phonebook / speed dial
- Worldwide caller ID* capabilities
- Expandable with optional mics

Code 29790

*subject to network availability

Konftel 50

A versatile and stylish conference unit that can connect to virtually all system keyphones, as well as analogue, cordless and mobile phones. Plus the compact size means its small enough to fit into a briefcase so you'll have opportunities to conference anywhere with a power outlet.

- Connects to virtually any system phone
- Works with DECT & mobile phones
- Crystal clear sound - OmniSound™
- Fully duplex for natural bi-directional sound
- Headset compatible
- 2 year warranty

Code 22990

Konftel 60W Bluetooth

At a desk, in a meeting room or away from the office, the Konftel 60W can connect wirelessly to all Bluetooth equipped phones, computers and mobiles allowing meetings to be held anywhere with a power outlet.

- No need for digital adaptors - connects to analogue, digital or IP phones
- Superb sound quality
- Expandable - increase coverage from 30m2 up to 70m2 with extra mics
- Fully duplex 2-way sound (OmniSound)
- Three party conferencing function
- Optional cables for connection to non-Bluetooth mobiles
- 2 year warranty

Code 25828

Digital Cordless Phones

BT Diverse 6210

The BT Diverse 6210 contains a host of advanced features, including a built-in SIM card reader allowing names & numbers to be copied from a mobile into the 100 entry memory at the touch of a button.

- Fully GAP (register up to 6 handsets)
- Up to 13 hours talktime, 70 hours standby time
- 50m indoor range, 300m outdoors
- SMS texting & SIM card reader
- 100 name & number directory
- Headset port (headset supplied)
- Handsfree function
- Intercom & music on hold facility

Code 27656

Call Recording Units

Retell 175

High quality analogue phone with call recording. Ideal for telephone training, security and monitoring requirements.

- Built-in CD-RW
- Uses both CD-R & CD-RW disks
- Storage of up to 500 names/numbers
- CD playback through phone or PC
- Calls can be attached to emails
- 300 hours capacity CD storage

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The IntraLAN Group plc Straightforward Guide to Avaya IP Office

Includes v4.1

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